

## **ANNEX 18 (ESF-18)**

### **DONATED GOODS AND VOLUNTEER SERVICES**

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**PRIMARY:** Budget and Control Board, General Services Division

**SUPPORT:** Office of The Adjutant General, South Carolina Emergency Management Division and State Guard; Governor's Office of Executive Policy and Programs; Adventist Community Services; Department of Parks, Recreation and Tourism; Department of Health and Human Services; Department of Revenue; Department of Social Services; Department of Labor, Licensing, and Regulation; Employment Security Commission; South Carolina State Housing Finance and Development Authority; Food Bank Association; and United Way of the Midlands; AmeriCorps; Senior Corps

#### **I. INTRODUCTION**

- A. State assistance under this function consists of two components: donated goods and volunteer services. Donated goods consist of commodities provided by public and private sources without charge to the government. Volunteer services consist of assistance provided by personnel without charge to the government.
- B. Historically, the public has responded to disasters with offers of donated goods and volunteer services. In large-scale disasters, public response is often significant and the scope of this emergency function is to manage the volume of this assistance and ensure the expeditious delivery of donated goods and volunteer services to the affected area.

#### **II. MISSION**

To facilitate the delivery of donated goods and volunteer services to support relief efforts in disaster areas.

#### **III. CONCEPT OF OPERATION**

- A. The Budget and Control Board, General Services Division, is responsible for the coordination of all ESF-18 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include developing, coordinating and maintaining the ESF-18 SOP. All ESF-18 supporting agencies will assist the Budget and Control Board, General Services Division, in the planning and execution of the above. All ESF-18 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-18 planning and response operations.
- B. ESF-18 will not be activated in every event, rather only in response to verifiable need within the impacted area.

- C. ESF-18 will coordinate with all supporting and other appropriate departments/agencies and organizations for operational readiness in time of emergency.
- D. In coordination with and in support of the State Assessment Team (SAT), ESF-18 will assess the situation (both pre- and post-event), and in coordination with local emergency management officials, develop strategies to respond.
- E. Offers of donated goods and volunteer services will be handled by operators of the Call Center telephonically via a toll-free telephone number. Operators will enter data into the Internet Routed Information System (IRIS). Individuals will be encouraged to donate cash to local organizations of their choice. Under certain circumstances donated goods and volunteer services may not be accepted.
- F. Donated goods: Normally, donated goods (non-food items) will be delivered to a central warehouse managed by the Adventist Community Services (ACS). Pre-certified state and local groups, including volunteer organizations will be allowed to request donated goods directly from the ACS warehouse. Goods may be delivered upon request from the ACS warehouse to a local reception center. All food donations will be delivered to the Harvest Hope Food Bank in Columbia or upon the direction of Harvest Hope, delivered to other affiliated food banks in the state as necessary. Food will be distributed by Harvest Hope Food Bank in accordance with America's Second Harvest Disaster Relief Plan. See ESF-11 Annex and SOP.
- G. Volunteer Services: A Decision Cell consisting of the Governor's Office of Executive Policy and Programs and United Way of the Midlands will manage requests for volunteer services. This cell will also decide the usefulness of donated goods that do not appear on the pre-approved list of "needed" and "not needed" goods. The State Guard will provide administrative support for this cell.
- H. County Government Interface
  - 1. County governments shall develop procedures to certify and maintain a list of local relief agencies, areas, districts, municipalities, etc. to request available support.
  - 2. County governments shall be responsible for coordinating support for implementation of donated goods and volunteer services including developing agreements with volunteer organizations.

3. Distribution points are designated locations normally in the impact area at which resources will be turned over to county authorities for distribution. State assets may be used to augment distribution point operations.

#### **IV. ESF ACTIONS**

The emergency operations necessary for the performance of this function include but are not limited to:

##### **A. Preparedness**

1. Coordinate with United Way, SC Voluntary Organizations Active in Disasters (SCVOAD), or other relief organizations as necessary to maintain a listing of available support services and capabilities.
2. Maintain a SOP and the Memorandum of Understanding (MOU) with other organizations to include but not limited to ACS, United Way of the Midlands, and SC Food Bank Association.
3. Coordinate with General Services Division, State Buildings and Property Services, to identify prospective staging area warehouses available for lease before an event occurs.
4. Develop procedures for the Decision Cell for responding to donor offers of donated goods and volunteer services.
5. Train and exercise volunteer organization personnel.
6. Participate in state exercises. Conduct, at least annually, an ESF-18 exercise to validate this annex and supporting SOPs.
7. Annually review the Department of Homeland Security Universal Task List and integrate tasks as appropriate.
8. Ensure all ESF-18 personnel integrate NIMS principles in all planning. All ESF personnel will complete all required NIMS training, as outlined in the 2006 Department of Homeland Security (DHS) training guidance.

##### **B. Response**

1. Activate and notify state agencies and volunteer relief organizations when an emergency or disaster is threatening or has occurred as directed by SEOC Chief of Operations.

2. Activate the SC Donated Goods and Volunteer Services Management System as directed by SEOC Chief of Operations.
3. Implement MOU with ACS, SC Food Bank Association, United Way of the Midlands, and other organizations as required.
4. Coordinate with ESF-7 after activation of the SEOC to identify prospective staging area warehouses available for lease.
5. Coordinate delivery of donated goods and volunteer services to the victims; maintain records of services being provided, the location of operations and requirements for support.
6. Coordinate with ESF-1 for adequate transportation to deliver donated goods from the ACS warehouse or Harvest Hope to a local reception center.
7. Ensure maintenance of accurate records of expenditures for State incurred expenses related to the delivery of services during emergency operations.

C. Recovery

1. Scale down operations as requirements diminish and return to routine operations as soon as possible.
2. Assess the requirements for continued donated goods and volunteer services for the disaster victims.
3. Evaluate donated goods and volunteer services operations for effectiveness and revise plans to eliminate deficiencies.
4. Provide recommendations to the SEOC Chief of Operations to determine appropriate distribution of remaining donated goods to State Agencies and/or volunteer groups.
5. Assess unmet needs at the local level in providing resources and volunteers to meet those needs from available volunteer organizations.
6. Coordinate licensing requirements for volunteers.

D. Mitigation: Provide assistance, as required.

**V. RESPONSIBILITIES**

**A. Budget and Control Board, General Services Division**

1. Identify, train and assign Budget and Control Board personnel to staff ESF-18 during periods of activation.
2. Notify all ESF-18 supporting agencies upon activation.
3. Coordinate training and operation of Donated Goods and Volunteer Services Call Center and Decision Cell.
4. Provide a location for the Call Center of ESF-18, which will include adequate space, computers, Internet access, telephones, fax machines, copiers, and any other necessary equipment.
5. Maintain accurate records of personal services and operational expenditures related to the delivery of services during emergency operations.
6. Develop procedures to scale down ESF-18 operations as requirements diminish and return to routine operations.
7. Develop procedures to distribute remaining donated goods to State Agencies and/or volunteer groups.
8. Coordinate with General Services Division, State Buildings and Property Services, to identify prospective staging area warehouses available for lease before an event occurs.
9. Coordinate with the Governor's Office of Executive Policy and Programs for the recruitment of representatives for the Decision Cell of ESF-18.
10. Prepare a list of "needed" and "not needed" goods for Telephone Operators at the Donated Goods and Volunteer Services Call Center.

**B. Office of The Adjutant General, South Carolina Emergency Management Division**

1. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Coordinate and train primary and support agency personnel in the use of IRIS and the IRIS Donation Module.

3. Coordinate and manage the pre-certification of local groups by County Emergency Operation Centers (local government) to request goods directly from ACS warehouse or other sources.
4. Maintain MOU with ACS, SC Food Bank Association, United Way of the Midlands, and other organizations as required.
5. Coordinate with County Emergency Operation Centers (local governments) to establish ESF-18 or a Donated Goods and Volunteer Services point of contact at the local level.
6. Identify state level agencies to request donated goods from the ACS warehouse and make this list available to ACS.
7. Provide a location at the SEOC for the Decision Cell of ESF-18, which will include adequate space, computers, internet access, telephones, fax machines, copiers, and any other necessary equipment.
8. SEOC ESF-15 will coordinate the news release of the State's toll-free telephone number for the Donated Goods and Volunteer Services Call Center to the appropriate news media.
9. Assist Budget and Control Board with development of a list of "needed" and "not needed" goods for Telephone Operators at the Donated Goods and Volunteer Services Call Center.

C. Governor's Office of Executive Policy and Programs

1. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Manage and develop procedures for the Decision Cell of ESF-18 involving donated goods and volunteer services.
3. Manage the callback process of notifying donors of decisions in regard to their offer of questionable donated goods and all volunteer services.
4. Coordinate the linkage of requestors to donors of volunteer services. Requestors and donors of these services are responsible for arranging locations, accommodations, and times to report.
5. Coordinate with United Way, SCVOAD, and other relief organizations as necessary to provide Telephone Operators with an

updated list of voluntary organizations' disaster response telephone numbers to refer all donors, specifically those with cash donations.

6. Coordinate with United Way, SCVOAD, or other relief organizations as necessary to maintain a listing of available support services and capabilities. Communicate on a regular basis with SCVOAD Chairman and attend scheduled SCVOAD meetings.
7. Assess unmet needs at the local level in providing resources and volunteers to meet those needs from available volunteer organizations.

**D. Adventist Community Services**

1. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Coordinate and manage operation of donated goods inventory to include receipt, sorting, storage, and dispersal of donated goods.

**E. State Guard**

1. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide administrative support for Decision Cell of ESF-18.
3. Provide personnel at Welcome Centers to assist truck drivers of donated goods with information concerning location of ACS warehouse, etc.
4. Provide State Liaison at the ACS warehouse.

**F. Department of Parks, Recreation and Tourism**

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide facilities (Welcome Centers) for the State Guard to assist truck drivers of donated goods with disposition information.
3. Assist State Guard in providing information to truck drivers of donated goods if needed.

G. Department of Health and Human Services

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

H. Department of Revenue

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

I. Department of Social Services

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

J. Department of Labor, Licensing, and Regulation: Coordinate volunteer licensing requirements, as coordinated.

K. SC Food Bank Association

1. Identify and assign personnel to ESF-11 to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide ESF-18 with addresses of Harvest Hope Food Bank and other food banks in the SC Food Bank Association with directional maps for faxing to donors.
3. Coordinate and manage operation of donated foods inventory to include receipt, sorting, storage, and dispersal of donated goods.



L. United Way of the Midlands

1. Identify, train and assign personnel to staff ESF-18 during periods of activation.
2. Assist with unaffiliated/unsolicited volunteers from both within and outside the state during a disaster or emergency.

M. South Carolina Employment Security Commission

Maintain and operate an employment assistance telephone hotline to address and resolve victim's unemployment issues.

N. South Carolina State Housing Finance and Development Authority

Provide displaced victims with housing assistance.

O. AmeriCorps

1. Maintain communications with Volunteer Organizations Active in Disasters (VOAD) and ESF-18.
2. Provide volunteer coordination and support.
3. Provide the AmeriCorps Database information available through the SC State Guard.

P. Senior Corps

1. Maintain communications with Volunteer Organizations Active in Disasters (VOAD) and ESF-18.
2. Provide volunteer coordination and support.

V. **FEDERAL INTERFACE**

A. This annex has no direct counterpart in the National Response Plan. However, the Volunteer and Donations Support Annex in the National Response Plan outlines the federal response within this function and includes:

1. Enhanced voluntary agency coordination.
2. Assistance in establishing a donation coordination team and donation coordination center.
3. Technical and managerial support.

4. National network of information and contacts to assist donations specialists in the field.
  5. Communications support, as necessary.
- B. The Federal Emergency Management Agency (FEMA) will coordinate the federal response under this function and will appoint a regional point of contact. State ESF-18 will coordinate with the regional point of contact to obtain federal assistance when required.
- C. All ESF-18 personnel will be familiar with the National Response Plan (NRP) and the corresponding annex with Federal counterpart concepts, actions and responsibilities. This familiarization will include but not be limited to the make up, functions and responsibilities of the Emergency Response Team – Advanced Element (ERT-A), Interagency Incident Management Groups (IIMG) and the Joint Field Office (JFO).

#### **ATTACHMENTS**

- A - Memorandum of Understanding between the South Carolina Emergency Management Division and Adventist Community Services
- B - Memorandum of Understanding between the South Carolina Emergency Management Division and SC Food Bank Association
- C - Memorandum of Understanding between the South Carolina Emergency Management Division and United Way of the Midlands
- D - Memorandum of Understanding between the South Carolina Emergency Management Division and AmeriCorps and Senior Corps. (To Be Developed).